

# i can

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## SA Health Job Pack

|                           |  |
|---------------------------|--|
| Job Title                 | Administration Services Officer – Casual         |
| Eligibility               | Open to Everyone                                 |
| Job Number                | 858251   |
| Applications Closing Date | 25 April 2025                                    |
| Region / Division         | Yorke and Northern Local Health Network          |
| Health Service            | Wallaroo Hospital and Health Service             |
| Location                  | Wallaroo   |
| Classification            | ASO2   |
| Job Status                | Casual Contracts available (up to 25 April 2025) |
| Salary                    | \$29.57 - \$31.81 per hour + 25% casual loading  |

## Contact Details

|               |  |
|---------------|--|
| Full name     | Annabell Sakoulidis  |
| Position      | Team Leader Administration   |
| Phone number  | 8823 0299  |
| Email address | <a href="mailto:Annabell.Sakoulidis@sa.gov.au">Annabell.Sakoulidis@sa.gov.au</a> |

## Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Human Services (DHS) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Working with Children Check (WWCC) - **DHS**
- National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- Unsupervised contact with Vulnerable groups- **NPC**
- Unsupervised contact with Aged Care Sector- **DHS**
- No contact with Vulnerable Groups - General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

# Immunisation

## **Risk Category C (minimal patient contact)**

*This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category C (minimal patient contact). [Please click here for further information on these requirements.](#)*

## Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ↳ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ↳ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants



## ROLE DESCRIPTION

|  |  |
|--|--|
| <b>Role Title</b>                              | Administration Support Officer   |
| <b>Classification Code</b>                     | ASO2   |
| <b>Position Number</b>                         | P23047   |
| <b>Local Health Network</b>                    | Yorke and Northern Local Health Network Inc.   |
| <b>Hospital / Service / Cluster / RSS</b>      | Wallaroo Hospital and Health Service   |
| <b>Department/Section / Unit/ Ward</b>         | Corporate Services   |
| <b>Role reports to</b>                         | Administration Team Leader   |
| <b>Role Created/ Reviewed Date</b>             |  |
| <b>Criminal History Clearance Requirements</b> | <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups<br><input type="checkbox"/> DHS Working With Children Check (WWCC)<br><input type="checkbox"/> NDIS Worker Screening |
| <b>Immunisation Risk Category</b>              | Category C (Minimal patient contact)   |

## ROLE CONTEXT

### Primary Objective(s) of role:

The Administration Support Officer is responsible to the Administration Team Leader for the provision of;

- > Recruitment, training and support services for Volunteers of the Health Service.
- > Co-ordination of service, maintenance, support and replacement requirements for the health services vehicle fleet and reporting as required to SA Fleet/LeasePlan.
- > General administration support and duties as required, including reception relief, medical records filing and other associated tasks.
- >

### Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

### Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Yorke and Northern Local Health Network Inc. values and strategic directions.

**General Requirements:**

\*NB References to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Independent Commissioner Against Corruption Act 2012 (SA).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.
- > *Mental Health Act 2009 (SA)* and Regulations.
- > *Controlled Substances Act 1984 (SA)* and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health / Yorke & Northern Local Health Network policies, procedures and standards.

**Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Cultural Statement:**

Yorke & Northern Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Yorke & Northern Local Health Network is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

**Special Conditions:**

\*NB Reference to legislation, policies and procedures includes any superseding versions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- > NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > WWCCs must be renewed every 5 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

## Key Result Area and Responsibilities

| Key Result Areas   | Major Responsibilities  |
|--|---|
| Provision of an efficient and professional administration service.   | <ul style="list-style-type: none"> <li>&gt; Provide timely and effective responses to staff, volunteer and client enquires, both electronically and in person.</li> <li>&gt; Participating in the management of correspondence and filing system.</li> <li>&gt; Ensure compliance with relevant Medical Records Standards and State Records Standards.</li> <li>&gt; Participate in Quality, Risk and Safety activities and functions as directed.</li> <li>&gt; Participating in team and committee meetings as required.</li> <li>&gt; Undertake other administrative and clerical functions as required.</li> </ul>  |
| Provision of a Volunteer support function.   | <ul style="list-style-type: none"> <li>&gt; Co-ordinate the recruitment, orientation and support of volunteers for the health service.</li> <li>&gt; Maintain accurate documentation for volunteers including criminal history clearance information and annual performance and development review.</li> <li>&gt; Facilitate and support volunteers in relation to mandatory training requirements and maintain the training compliance database.</li> <li>&gt; Co-ordination of volunteer rosters, including allocation of duties and annual driver's licence and driver's agreement checks (where appropriate for volunteer drivers).</li> <li>&gt; Liaison and support on the management and development of volunteer policies and procedures.</li> </ul>  |
| Provision of a Vehicle support function.   | <ul style="list-style-type: none"> <li>&gt; Managing and co-ordination of the vehicle booking system and process for staff and volunteers of the health service.</li> <li>&gt; Plan and co-ordinate vehicle services and repairs in line with SA Fleet and LeasePlan requirements.</li> <li>&gt; Processing and collation of monthly vehicle data including log books and service records as required.</li> <li>&gt; Facilitate co-ordination and liaison with SA Fleet/LeasePlan regarding the replacement vehicle process.</li> <li>&gt; Monitor monthly invoices against vehicle costs and fees, seeking efficiencies and improvements where possible.</li> <li>&gt; Co-ordinate the cleaning of all fleet vehicles on site.</li> <li>&gt; Contribute the development of vehicle policies and procedures.</li> <li>&gt; Monitor all health service staff and volunteers drivers licence and maintain FMS form register.</li> </ul> |
| Contribute to an effective continuous quality improvement cycle.   | <ul style="list-style-type: none"> <li>&gt; Assisting in the development and monitoring of departmental plans, activities, performance indicators and programs.</li> <li>&gt; Assisting in implementing and evaluating local policies and procedures.</li> </ul>  |
| Adhere to the provisions of relevant legislative requirements and working within the Cultural Respect Framework through the promotion and implementation of the General Public Sector Management Aims, personnel management standards and employee conduct standards and in particular Equal Opportunity | <ul style="list-style-type: none"> <li>&gt; Actively participating in the identification and resolution of Work Health and Safety and Injury Management issues to promote safe and health work practices.</li> <li>&gt; Ensuring appropriate incident/hazard reporting, and WorkCover documentation is completed within the required timeframes.</li> <li>&gt; Ensuring the Code of Ethics for Public Sector employees is adhered to.</li> <li>&gt; Ensuring a harmonious workplace free of unlawful discrimination, sexual harassment and bullying is maintained.</li> <li>&gt; Constructive involvement in the identification and resolution of work place issues.</li> <li>&gt; Effective maintenance of work place relations within the health service.</li> </ul>  |

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|--|---|
| and Work Health and Safety and Injury Management.  |   |
| Contribute to Community Participation in Health Care and apply the principles in the planning and evaluation activities relevant to improving the health of people in our communities. | <ul style="list-style-type: none"><li>&gt; Empowering community members to make informed decisions about their health care choices.</li><li>&gt; Provision of accurate and timely information on health care choices for clients of the Hospital and Health Service.</li><li>&gt;</li></ul> |

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS** (Those characteristics considered absolutely necessary)

**Personal Abilities/Aptitudes/Skills:** (related to the job description and expressed in a way which allows objective assessment):

- Highly developed and effective interpersonal and communication skills (both verbal and non verbal).
- Demonstrated ability to problem solve.
- Demonstrated ability to prioritise workload and perform functions with minimal supervision.
- Demonstrated ability to maintain confidentiality.
- Demonstrated ability to be positive and adapt to change.
- Demonstrated ability to be customer focussed and commitment to quality client services.
- Demonstrated ability to work within a team environment.

### **Experience**

- Experience in working with a range of clients.
- Experience in the maintenance of client information and records.

### **Knowledge**

- Knowledge of appropriate customer service practices.
- Knowledge of the application of proprietary software such as Excel and Word.
- Knowledge of codes of conduct, pertaining to the profession and SA Government employees.
- Knowledge of Work Health and Safety principles and safe work practices.
- Knowledge of Equal Opportunity principles.

### **DESIRABLE CHARACTERISTICS** (To distinguish between applicants who have met all essential requirements)

**Personal Abilities/Aptitudes/Skills:** (related to the job description and expressed in a way which allows objective assessment):

- Ability to contribute to the development of policies and procedures relating to administrative issues.

### **Experience**

- Some experience in developing solutions to IT problems.
- Experience in the co-ordination and support of volunteer services.
- Experience in data entry of information and statistics including account information.
- Some experience in minute taking and record keeping in a Public Sector environment.

### **Knowledge**

- > Knowledge of account/clerical/administrative procedures within a health care setting.
- > Knowledge of record management practices.
- > Knowledge of SA Government Fleet Vehicle policies and procedures.



## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Health Network/ Division/ Department:

Local Health Networks aspire to be the best provider of rural and remote health services in Australia. LHN's through the inspiration and hard work of its people, deliver high quality and innovative health services to improve health outcomes for country South Australians. LHN's deliver a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. LHN's participate in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

### Role Acceptance

#### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**